



State of California-Health and Human Services Agency
Department of Health Services



ARNOLD SCHWARZENEGGER
Governor

March 16, 2004

CHDP Program Letter No.: 04-06

TO: ALL COUNTY CHILD HEALTH AND DISABILITY PREVENTION (CHDP)
PROGRAM DIRECTORS, DEPUTY DIRECTORS, STATE CHILDREN'S
MEDICAL SERVICES (CMS) BRANCH STAFF AND REGIONAL OFFICE
STAFF

SUBJECT: TELEPHONE SERVICE CENTER AT MEDI-CAL FISCAL
INTERMEDIARY

CHDP Provider Information Notice (PIN) No.: 04-06 instructs CHDP providers to call the new Telephone Service Center (TSC) at Electronic Data Systems for resolution of questions/problems. The TSC consolidates the Provider Support Center and other Help Desks for various programs and services under one telephone number.

Attached to this PIN is a Medi-Cal flyer that identifies the new telephone number and the various services the TSC provides. Though not identified on the flyer, this one telephone number also applies to the CHDP program.

Please distribute this PIN in its entirety and without any revisions to providers in your local program area. You must also complete and return a "Report of Distribution" (DHS 4504). The DHS 4504 can be found at www.dhs.ca.gov/chdp.

If you have any questions, please contact your Regional Nursing Consultant.

Original signed by Maridee A. Gregory, M.D.

Maridee A. Gregory, M.D., Chief
Children's Medical Services Branch